



Giffard Drive Surgery

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The Giffard Drive Partnership consists of four Doctors who offer child health surveillance, maternity services, family planning and minor surgery. They are supported by a further five doctors, including a GP registrar and a GP in training. In addition, there are two practice nurses, two health care assistants and two phlebotomists. The Surgery's office staff consists of a practice manager, an office manager, a team of receptionists and an attached staff bank of health visitors, district nurses, midwives and a carers' support worker. The Surgery also works closely with a Dietician, Psychologist, Counsellor and Community Psychiatric Nurses.

Summary of requirements

- Replace Nortel BCM phone system which was over 10 years old with a modern future proof alternative that could meet the increasing demands of customers and utilise intelligent call routing.
- Replace ISDN lines with SIP.
- Switch from having 3 different suppliers for broadband, telephone maintenance and voice recording facilities to having a single supplier.

Solutions and services provided

- Installation and configuration of an Avaya IP500 phone system.
- Oak call recording and reporting software.
- Liaising with BT to configure lines.
- West Pier now supplies Giffard Drives broadband services as well as telephone maintenance and support.

Business Benefits

- Oak call recording software has given the surgery the ability to record calls for training purposes and resolution of disputes.
- Call costs and line rental have been significantly lowered now that the business has switched from ISDN to SIP lines.
- Giffard Drives communications are easier to manage as they only have one supplier to deal with.
- The advanced IP Office 500 allows the practice to take advantage of features not supported by their outdated Nortel system like plug and play management.

Testimonial

"The Avaya system has given us the platform to grow and develop the telecoms infrastructure for the future. Telecoms costs have also been significantly reduced since switching to a West Pier Telecom call package and our phone system maintenance fees have decreased as well"

Christina Firmin, Practice Manager

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If you would like impartial advice on your telecoms and networking infrastructure give West Pier a call on 0844 264 5522 or email Mathew van Til (matthew.vt@westpiertele.com)

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